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ORIGINALLY FILED

Attorney's Docket No.: 10360-059001
Client's Ref. No.: 12291SS

#3

COMBINED DECLARATION AND POWER OF ATTORNEY

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled ESTABLISHING COMMUNICATION BETWEEN A REMOTE AGENT AND AN END-USER, the specification of which:

[X] was filed on March 15, 2001 as Application Serial No. 09/809,677.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose all information I know to be material to patentability in accordance with Title 37, Code of Federal Regulations, §1.56.

I hereby claim the benefit under Title 35, United States Code, §119(e)(1) of any United States provisional application(s) listed below:

<u>U.S. Serial No.</u>	<u>Filing Date</u>	<u>Status</u>
60/189,836	March 16, 2000	Expired

I hereby appoint the following attorneys and/or agents to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith:

Paul A. Pysher, Reg. No. 40,780
David L. Feigenbaum, Reg. No. 30,378
Lindsay G. McGuinness, Reg. No. 38,549
John C. Gorecki, Reg. No. 38,471
Christina Sperry, Reg. No. 47,106

Denis G. Maloney, Reg. No. 29,670
Daniel S. Coolidge, Reg. No. 46,071
Cathy L. Peterson, Reg. No. 41,249
Christopher J. Cianciolo, Reg. No. 42,470

Address all telephone calls to DENIS G. MALONEY at telephone number (617) 542-5070.

Address all correspondence to DENIS G. MALONEY at:

FISH & RICHARDSON P.C.
225 Franklin Street
Boston, MA 02110-2804


I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patents issued thereon.

C mbined Declaration and Power of Attorney
Page 2 of 2 Pages

Full Name of Inventor: MICHEL BURGER

Inventor's Signature: _____ Date: _____
Residence Address: 724 Ellsworth Place
Palo Alto, CA
Citizenship: Canada
Post Office Address: 724 Ellsworth Place
Palo Alto, CA 94306

Full Name of Inventor: ANNE HARDY

Inventor's Signature:  _____ Date: 10/11/2001
Residence Address: 1780 Maryland Street
Redwood City, CA 94061
Citizenship: France
Post Office Address: 1780 Maryland Street
Redwood City, CA 94061

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Inventor's Signature: _____

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Full Name of Inventor: ANNE HARDY

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